

OFFICE OF THE STAFF JUDGE ADVOCATE
U.S. ARMY GARRISON, ABERDEEN PROVING GROUND
ATTN: (CLAIMS)
4305 SUSQUEHANNA AVENUE
ABERDEEN PROVING GROUND, MD 21005-5001



INSTRUCTIONS FOR FILING A CLAIM
FOR LOSS OR DAMAGE TO
HOUSEHOLD GOODS OR HOLD BAGGAGE

BUILDING 4305, Room 317

TELEPHONE: 410-278-1459

GENERAL CLAIMS INSTRUCTIONS HOUSEHOLD GOODS AND HOLD BAGGAGE PLEASE READ - THIS CAN AFFECT YOUR SETTLEMENT AMOUNT

Welcome to the Aberdeen Proving Ground. We hope that you had a safe trip and a damage free move. However, if you did have damage to your household goods during the move, we stand ready to assist you in getting your household back in order. We will do our best to assist you in the settlement of your claim in a quick, efficient, and fair manner, but in order to do so we will need some help from you.

Claims with the Military Claims Office [MCO] are processed under the provisions of Army Regulation 27-20, which places the burden on the claimant to properly complete the required forms, and to provide documentation substantiating the claim. Failure to do so will normally delay the processing of your claim, and may result in a lower award. If you require assistance, contact the Office of the Staff Judge Advocate, Attention: Client Services Division - Claims, Aberdeen Proving Ground, 21005. We are located in Janet Barr Building 4305, 3rd Floor, Room 317. Our phone number is commercial (410) 278-1583 or (410) 278-1459 or DSN 298-1583. Our fax number is ext. 1573. Our office hours are 0830-1300 Monday thru Thursday.

1. Within **70 days of delivery** of your household goods, you **MUST** report **all** damage and losses on the (pink) DD form 1840/1840R, or other form that the carrier provides to you so that the carrier will be notified of loss or damage. You should file your notice of damage or loss on line with the carrier or if that is a problem you can come to the claims office with all copies of the form[s] that were provided to you so that it can be processed and dispatched to the carrier. If you cannot come to the office, then mail all copies to the address above, ensuring that you provide a return address, along with a daytime phone number. **Be sure to keep a photocopy (both sides) in the unlikely event that the form gets lost in the mail. Failure to report all damaged or missing items in a timely manner will normally result in a reduction in the amount of compensation for your claim. You normally cannot be paid for items that are not noticed to the carrier within the required time period.**

NOTE: DO NOT DISCARD ANY ITEM CLAIMED prior to submission of your claim and your claim has been settled.

2. Although you have **TWO YEARS** from the **date of delivery** of your goods to file a claim you should file the claim as soon as possible. PLEASE REMEMBER - **TURNING IN THE DD Form 1840/1840R [pink form] or other damage form provided by the carrier DOES NOT** constitute the filing of a claim. **ALSO**, a claim is **NOT** considered to be "filed" **UNTIL IT IS ACTUALLY RECEIVED BY THE CLAIMS OFFICE/Agency distro office or Carrier**. Simply putting it in U.S. Mail channels does **not** constitute "filing" the claim.

REMEMBER, THERE ARE TWO DEADLINES THAT YOU MUST MEET- 1) YOU MUST FILE THE notice of damage form WITHIN 70 DAYS AFTER THE DELIVERY OF YOUR GOODS; AND 2) YOU MUST FILE THE COMPLETED CLAIMS FORMS WITHIN TWO YEARS OF THE FIRST DELIVERY OF YOUR GOODS. If you have multiple deliveries on the same shipment the two year period starts when the first delivery is made. **IF YOU ARE BEING DEPLOYED AND ARE CLOSE TO THE 2-YEAR DEADLINE FOR FILING A CLAIM, You must complete the processing of your claim with the carrier within the allotted 2 years after delivery or it will be barred by the Statute of Limitations for filing a claim.**

3. You must file your claim initially with the carrier. You do this under the www.move.mil site using the password and other information received from the Transportation Office when you arranged your move. If a carrier contacts you and makes an offer to settle your claim, you may accept or reject it. If you are unhappy with the processing of all or part of your claim, you may re-initiate the claim or part of the claim with the MCO. The transfer of the claim must be made by contacting the Military Claims Office as the computer interface presently in use **does not** complete the transfer with the push of the button.

4. It may be necessary for a representative of this office **or** the carrier to conduct an inspection of your damaged property. The carrier has a right to inspect, or have a designated repair shop inspect the damaged goods after delivery; and the failure to allow him to do so could result in a reduction in the amount that will be paid on your claim. **The carrier has the obligation to obtain estimates of repair on damaged items. If, however, damage items are hazardous, or the condition of the goods could cause health problems for your family, call us for permission to discard them.**

5. If you fail to file the claim with the carrier within 9 months, the claim will be processed under the standard rules which involve the application of depreciation to replacement costs. You will still be allowed up to two [2] years from the date of delivery of the goods to file the claim. If you do not desire to deal with the carrier after they have had your claim for 30 days or you are unhappy with his processing of your claim, you can re-file it, or any disputed items, with the Military Claims Office [MCO]. Claims filed with the MCO will receive the standard processing under the normal rules currently applicable to claims, but a higher recovery will still be sought from the carrier, and, if successful, any overage monies will be paid to the claimant. **BUT THE STATUTE OF LIMITATIONS FOR FILING A CLAIM WITH THE ARMY REMAINS AT 2 YEARS FROM THE DATE OF DELIVERY. THEREFORE, IF YOU FILE WITH THE CARRIER AT THE END OF THE PERIOD, AND AFTER 30 DAYS WITH HIM YOU ARE UNHAPPY WITH HIS PROCESSING OF THE CLAIM OR HIS SETTLEMENT OFFER, YOU MAY FIND THAT YOU HAVE MISSED THE FILING DEADLINE WITH THE ARMY. IF THAT OCCURS WE HAVE NO AUTHORITY TO PAY YOUR CLAIM BECAUSE THE STATUTE ALLOWS US TO PAY IT ONLY WITHIN THE TWO YEAR WINDOW.**

Under the computer submission process Congress hoped that carrier service will improve, and moves will be easier on members/civilian employees, and this process would remove the common complaint about depreciation being applied to item replacement costs. The carrier will have to fix the item, or replace it with a comparable item, irrespective of the original item's age.

6. a. Remember the DPS program requires the claimant to file with the carrier [TSP] on-line. Check your GBL number, and if it begins with 4 letters then you must file using DPS. Guidance [password, etc.,] on this program should come to the claimant through the local Transportation Office when the member is arranging all aspects of the move to a new duty station. He/she will obtain a password and will enter data to the carrier directly from a computer on matters associated with the claim. If unhappy with the processing of the claim by the carrier, after 30 days, the member can bring the file to the local Military Claims Office [MCO] and re-file the claim there. However, there is currently no interface between the Army computer programs and that of the carrier industry, so most information will have to be re-entered to the Army system at the MCO in order to process the claim. Dual payments for the same items from the carrier [TSP], an insurance carrier, and/or the MCO are not authorized. All such payments already received must be identified to the MCO when a claim is processed.

The Army has adopted a program called PCLAIMS. This program allows the member to file their claim electronically, and the claim is then processed by the MCO. This system can be accessed by logging in to JAGNET and navigating to the Army Claims Service site. A radio button will bring you to the PCLAIMS site so you can load the necessary information onto the forms and file your claim. We will assist those people who are computer challenged, or unable to perform the necessary steps in filing their claim. Back-up paperwork, such as estimates of repair, photos, Gov't Bills of Lading [GBL's], etc., will still have to be provided to the claims office in order for the claim to be fully processed. Also: Be aware that some of the forms obtained from the carrier may contain different form numbers than were previously used by the Army system.

b. **[FOR SHIPPING AND STORAGE LOSSES ONLY.]** If you have private insurance covering your personal property, Army Claims Service has made a policy decision that you do not have to file a claim with your insurance carrier, **prior** to final settlement of your claim by the Army. Presently, you have the option of filing the claim with the carrier, or with your insurance company, with the Army as a fallback option if you are unhappy with carrier processing. **[However, you cannot be paid twice for the same items by different payers.]** This policy is designed to prevent multiple small claims against your insurance carrier that may cause your insurance carrier to increase your rates, or drop you as a customer, because of the number of claims filed. However, if you have a claim that is not likely to be fully compensated by our office because of Army mandated payment limits, it may still be required that you initially file a claim with your insurance carrier.

If you have been instructed by our office to do so, and you refuse to file with your insurance carrier, or fail to file with them in a timely manner (e.g., within 90 days for USAA), and they refuse payment on that basis, the amount we can pay may have to be reduced by the amount that your insurance company would have paid to you for the loss, if you had filed with them in a timely manner.

c. If you do elect to file a claim with your insurance carrier, you may still file with the carrier and then the Army afterward to see if part of any amounts that are not paid, or are reduced by your insurance deductible can be paid by the other sources. **You can seek to receive full compensation for item from the three sources, but you cannot be paid multiple times for the same item.** You must indicate in the appropriate box on the DD Form 1842 whether you had insurance coverage that applied to the loss. Attempting to receive double payments from either the carrier, your insurance company, or the Army, can lead to adverse action against you.

d. If the MCO processes your claim it will normally try to use PX prices, unless we are aware of discount stores or Internet sites [like Amazon or eBay] which can beat PX prices even with the sales tax added. If you had an overseas move, then according to DA Pam 27-162, you have authorization to use the overseas catalog to purchase the damaged/missing item(s) and we will assist you by providing a statement for Exchange officials.

e. If items are **missing** from your shipment that were not noted as missing at delivery, and we process your claim, **we must receive a detailed statement explaining why the absence of these items was not discovered at delivery. Particularly with major items like a sofa, washer, dryer, TV, stereo component, or collections [like figurines], it is essential that an explanation be provided. If you signed a statement acknowledging the receipt of all "high value" items, and you intend to claim a missing high value item, then again, you must provide us with a detailed explanation of how and why you signed the document stating that all the "high value" items were present when this turned out not to be the case.**

7. Upon receiving your completed, fully documented claim, or finding it in the queue at the PCLAIMS site, this office will process your claim as rapidly as possible. Please contact this office to notify us of any change of address, or phone number, etc. All personnel who are authorized through Finance to receive an Electronic Fund Transfer [EFT] **will receive payment on their claim in that manner, but they will have to submit a Certified Electronic Fund Transfer [CEFT] form in order for a payment to be made by DFAS.** That form is available on line using Google, and you can request it directly from our office too. Those people who Finance no longer has valid EFT data on will receive a check in the mail. Once input for a payment is made by our office, under GFEBS a payment should be credited, or a check issued [in rare circumstances] within a few weeks.

The following documents [hard copy or electronically on line] are required in order for your claim to be paid. Failure to provide any of the necessary documents will delay the processing of your claim.

CHECKLIST

___ 1 - DD form 1842. This document must be signed by the soldier or civilian employee. If a Power of Attorney [POA] is used, the person with the POA signs the claimant's name and then their own name placing the phrase "with POA" next to their signature. Please **insure** that the POA has not expired, and **include** a copy of the POA with the claim file. Spouses, ex-spouses, and family members using a Power of Attorney should be advised that unless the POA authorizes actual payment of the receipts of the claim to them, the payment will go to the pay account of the Soldier or civilian employee. If there is an issue here, talk to/write us when the claim is filed. **Do not alter names, SSN's or dates on the Power of Attorney. Any alteration will preclude payment on the claim.**

___ 1 - DD form 1844. **Dates of acquisition and amounts paid for the item must be included.**

___ All copies of the notice of damage form[s] (**and any continuation sheet if you run out of lines on the form**) listing all missing or damaged items, with inventory numbers.

___ 1 - Copy of PCS/ETS orders with any amendments.

___ 1 - Copy of Government Bill of Lading [GBL](for CONUS or overseas shipments) or Work Order (for local moves) or Service Order (for goods shipped from a local Permanent Storage). [A copy may be obtained at the Transportation Office, Bldg 65.] **NOTE:** If you had more than one shipment take care that the Bill of Lading, inventory, and 1840/1840R are for the right shipment. **Mixing them up will delay all your claims.**

___ 1 - Copy of the **COMPLETE INVENTORY** of your goods that were shipped. Please try to ensure that the inventory copy you send is **readable**. We must be able to read it to complete your claim. If you can't read it the odds are that we will not be able to do so either.

___ 1 - A written estimate of repair, or non-repairability for all **electrical** items. All stereo components, TVs, VCRs, Music Amps, boom-boxes, etc., require an estimate detailing the nature of the damage/problem and the cost to repair the items, or a statement of the inability of the repair shop to repair the item. *The estimate of repair **must** indicate what parts have to be replaced, or adjustments made to fix the item. Simply providing us the replacement cost of a similar item cannot be accepted, and will lead to no initial award for the item.

Estimate fees can be reimbursed up to \$50 [perhaps more, if deemed reasonable by our office] when your claim is paid if they are not credited when the work is done, and if you provide us proof that they were paid. The Carrier has the responsibility to obtain estimates. If he refuses, we can compensate you up to \$50 per estimate obtained, if we require one.

___ 1 - Written estimate of repair, or non-reparability, on big ticket non-electrical items [For example, a sofa or schrank] costing \$100 or more to be fixed. [See * above.]

___ **Any copies of purchase receipts, charge slips, covers of operator's manuals, warranty cards, photos pertaining to the damaged, destroyed or lost item, etc.,** which will assist us in **verifying** the original cost of the damaged or lost item, the year of acquisition, and the condition of the item. **We expect you to have some of this kind of information on all recently acquired, big dollar items.** If you have none of the above, then provide us the name and address of the store where you bought the item so we can contact them to verify the information. If you take pictures of damaged items, circle the damaged areas with a magic marker and note on the back of the photo the nature of the damage, e.g., scratched, gouged, etc.

___ 1 - DD form 1841 (only if damages were inspected by Transportation Office personnel.) Pictures taken by Transportation inspectors are generally **not** available to our office. You should take your own photos/videos to support your damage claim, do not rely on the inspector taking photos, his photos are sent to higher headquarters to evaluate carrier performance. If you include photos of the damaged item, indicate on the back the nature of the damage, and circle it on the picture with a black magic marker. This will help us identify what is in the picture.

___ 1 - Copy of the Power of Attorney authorizing you to file a claim with the Government on behalf of the proper party claimant, i.e., the Soldier or civilian employee. **If it is intended for you to receive the award the Power of Attorney must specifically authorize you to do so.**

___ 1 - Copy of the demand made against your private insurance company, if you elected to file with them, along with any settlement or denial made by them, (only if you had private or additional Government coverage during shipment/storage of the goods).

___ 1 - Copy of **Missing Items Statement** (if applicable). This statement should indicate that all items to include the missing items were packed at origin, that you checked the premises for anything that was left behind, and that the items were not present at/after delivery. For items packed in cartons, your statement should indicate whether the entire carton was missing, or if the item(s) were missing out of a carton that was delivered. If the item(s) were missing from the carton, explain in detail if you saw any indication of re-numbering or re-taping of the box, and what was found inside the box when it was opened. **See paragraph 5e above.**

____1 - Certified Electronic Fund Transfer [CEFT] form. Available from the claims office or visit us at @

Again, we are here to assist you and your family in getting resettled. We will do our best to process your claim as quickly as circumstances allow.

LIST OF REPAIR AGENCY IN THE APG AREA

WASHING MACHINE, DRYVER, MICROWAVE REFRIGERATOR & FREEZER REPAIR

Urban & Suburban Appliances
4 West Broadway Rear
Bel Air, MD 21014
410-838-5200

General Appliance Sales & Service
2212 Hanson Road
Edgewood, MD 21040
410-676-2869

Bounds Appliance
20 W. Bel Air Avenue
Aberdeen, MD 21001
410-272-0200

TELEVISION, RADIO, STEREO & VCR REPAIR

PX Customer Service
Stereo Repair (Sent Out)
APG, MD 21005
410-272-6828

Advanced Electronics
128 N. Washington Street
Havre de Grace, MD 21078
410-939-1006

Edgewood Electronics Inc
1010 Edgewood Road
Edgewood, MD 21040
410-676-2999

Videotronics Service Center
138 N. Bond Street
Bel Air, MD 21014
410-638-0352

White Marsh TV
11543 Philadelphia Road
White Marsh, MD
410-256-6230



CLOCKS – REPAIR

Stephens & Stephens
429 Saint Johns Street
Havre de Grace, MD
410-939-3334



FURNITURE REFINISHING & REPAIR



David Mazza's Furniture Restoration
3640 Dublin Road
Darlington, MD 21034
410-457-4400/1-877-457-0100 (toll free)

Joppa Wood Doctors
Joppa, MD 21085
410-676-0100

Maryland Furniture Restoration
2906 Old Fields Court
Bel Air, MD 21015
410-877-3130

Chesapeake Woodworking Inc
125 N. Kresson Street
Baltimore, MD 21224
410-276-1060

The Furniture Clinic
2606 Reckord Road
Kingsville, MD 21087
410-877-8123/410-665-6111

Bel Air Furniture Refinishing
29 Ellendale Street
Bel Air, MD 21014
410-838-7132/410-879-6800

JLS SERVICES INC.
2842 Hambleton Road
Riva, MD 21140-1133
301-261-7681
Fax: 301-261-4308



CARPET UPHOLSTERY CLEANING

Keen's Triple Kleen
Havre de Grace, MD 21078
410-272-1930

Service Master of Bel Air
35 E. Ellendale Street
Bel Air, MD 21014
410-836-0382

Servpro
702 Pulaski Highway
Joppa, MD 21085
410-679-6260

Carl's Carpet Care
806 Old English Court
Bel Air, MD 21014
410-838-2958

MOTORCYCLE REPAIR

Pete's Cycle Company
344 Belair Road
Bel Air, MD 21014
410-838-8021

Zoeller Custom Cycles
2200 Philadelphia Road
Edgewood, MD 21040
410-676-2534

CLEANERS

Starlight Cleaners
Aberdeen Proving Ground
410-273-9261

Kroh's Cleaners
15 E. Pennsylvania Avenue
Bel Air, MD 21014
410-838-5323

Riverside Dry Cleaners
1321 Riverside Parkway
Belcamp, MD 21017
410-272-4451

S & H Cleaners
Edgewood Shopping Plaza
Edgewood, MD 21040
410-676-3888

TYPEWRITER REPAIR

Preston's Stationery Inc
319 S. Main Street
Bel Air, MD 21014
410-838-5858



COMPUTER REPAIR

Time Warp Computers
107 E Wheel Road, Suite C
Bel Air, MD 21015
410-569-5001/5002
1-800-216-3222

John Alzamora
4 Medici Court
Baltimore, MD 21234
410-499-6576

JLS Services, Inc.
2842 Hambleton Road
Riva, MD 21140-1133
301-261-7681
FAX: 301-261-4308 (minor computer repairs)

MARBLE REPAIR

Maryland Custom Marble Ltd
417 W. Bel Air Avenue
Aberdeen, MD 21001
410-273-6326

LAWN MOWER REPAIR

Elsner's Lawn Mower Service
4028 Webster Road
Havre de Grace, MD 21078
410-939-1738

Joppa Equipment Services
900 Pulaski Highway
Joppa, MD 21085
410-676-6173

CHINA AND CRYSTAL

Replacements, Ltd
1089 Knox Road
P.O. Box 26029 Dept PA
Greensboro, NC 27420
1-800-737-5223
www.replacements.com



VACUUM CLEANERS AND SMALL APPLIANCES

Harford Vacuum Cleaners
109 S. Washington Street
Havre de Grace, MD 21078
410-939-1313
(NO CREDIT CARDS)